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ABSTRACT

This library technology plan from Mission College in California establishes the goals, objectives, strategies, and implementation plans of the library in developing and maintaining its technical capabilities and electronic resources. The goals are organized into four categories: information resources, instructional resources, infrastructure, and human resources. The objectives and strategies for the first are: (1) universal online access to information; (2) organization of effective access to electronic resources; and (3) increased access to information resources through resource sharing. The objectives and strategies for instructional resources are: (1) instructional modules and courses; (2) continuing education for faculty; and (3) an information competency requirement. The objectives and strategies for the infrastructure are: (1) facilities that, after the move to a new building, will provide a fully wired organization with an interactive instruction room; (2) systems; and (3) equipment and furnishings. Finally, the objectives and strategies for human resources are: (1) staff support; (2) staff development; and (3) efficient use of resources. (Includes implementation and funding table.) (NB)

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Mission College Library Technology Plan 2000-2004

Adopted May, 2000
by the staff of the Mission College Library

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Mission Statement

The Mission College Library supports the instructional philosophy and program of the College. The library supports the learning needs of a diverse student population, the instructional needs of the faculty, and the information needs of the community.

To carry out this mission, the library will:

- Acquire and maintain a collection of print and non-print materials, and license and organize a set of electronic resources, to support, augment and supplement the college curriculum, course assignments, student success, and lifelong learning.
- Provide timely access for students, faculty and staff to information resources in all appropriate formats.
- Teach students critical thinking skills, including how to recognize the need for information, and how to find, evaluate and use information from a variety of sources.
- Assist all members of the college and community in locating and using appropriate resources to meet their information needs.

Introduction

It is a long-standing goal of Mission College to be ìTHE technology college for the Silicon Valley.î As articulated in the collegeís Technology Implementation Plan (1997), technology is used as a tool to enhance the collegeís ability to carry out its overall educational mission.

The Mission College Library plays a key role in the educational process of the college. Changing technologies over the past two decades have had a major impact on the roles of the library faculty and staff, and on library services available to the college community. As technology continues to change, so will the library. As students and faculty become more familiar with the Internet, computers, and electronic resources in general, so will their expectations and needs for library service change.

The Library Technology Plan establishes the goals, objectives and strategies, and implementation plan of the library in developing and maintaining its technical capabilities and electronic resources. The goals are organized in four categories: information resources, instructional resources, infrastructure, and human resources.

BACKGROUND

Information Resources

The library licenses over a dozen periodical indexes and special-purpose databases, many of which are full-text. This collection of electronic resources, along with the library catalog, is available from all computers on campus as well as remotely through a proxy server. The library catalog contains the holdings of both the Mission and West Valley College libraries. Mission students have borrowing privileges at both libraries. They also have access to West Valley College library materials through inter-campus loans.

Instructional Resources

The library offers three transferable, one-unit courses for credit: Library 51A and B (Basic Library Research Skills) and Library 6 (Using the Internet for Research). The library also provides professional reference service during all open hours, and conducts orientation sessions for classes and groups of students on demand. The orientations are tailored to the specific needs of the audience. Over 30 reference handouts are currently available in print on topics ranging from the use of library resources to subject-specific bibliographies. The library web site includes online research guides for many of the electronic resources offered.

Infrastructure

The libraryís present physical plant is seriously inadequate in meeting the library needs of the students, faculty and staff. Many infrastructural needs will be satisfied when the library moves into its new, fully-wired building in Spring 2001.

The libraryís automation system, Innovative Interfaces, was fully upgraded in 1998 with a web-based Internet interface. Web access management software supports a proxy server, thus enabling user authentication and remote access. The system is Z39.50 compliant.

The libraryís automation system, hardware and software, and telecommunications links are maintained by the technical staffs of the college and the district. Public access computers are part of the collegeís academic computing network, and receive the same support as other college computer lab facilities. The library automation system is shared with the West Valley College library and supported by the district systems staff.

Human Resources

The introduction of new technology in the library has placed many new demands on the library staff in recent years. The librarianís role has changed. The librarians have had to keep current with and teach new electronic information resources and delivery methods. Classified staff are also affected in both the way they perform their tasks and the scope and nature of their tasks. Systematic staff development has been lacking.

The library staff has increased considerably in the past two years with the addition of two full-time librarians and a library director, bringing the libraryís current full-time staff to a total of four librarians, seven classified personnel, and a director. One librarian has been assigned primary responsibility for the management of electronic resources and technology.

Goal 1: Information Resources

The library will use technology as a vehicle to improve its delivery of information resources. The library will:

- Provide Mission College students with access to information resources that support their learning and intellectual needs, whether they are in the library, elsewhere on campus, or off campus.
- Provide Mission College faculty with access to information resources that support their teaching and curricular needs, whether they are in the library, elsewhere on campus, or off campus.
- Expand electronic information resources to support Mission Collegeís distance learners.
- Provide all members of Mission College community with access to information resources to improve their knowledge and enhance their lifelong learning experience.
- Provide community members with appropriate access to information resources.

OBJECTIVES AND STRATEGIES

A. Universal Online Access to Information

1. Expand the collection of electronic resources.
2. Upgrade and enhance the library automation system, which enables remote access to electronic resources offered by the library.
3. Automate appropriate technical processing functions, and make ìin-processî records fully accessible to all users.

B. Organization of Effective Access to Electronic Resources

1. Fully develop and expand the library web site as the entry point for access to library resources and services.
2. Provide access to additional information through links contained in bibliographic records in the online catalog.
3. Select and index relevant external web sites.

C. Increased Access to Information Resources through Resource Sharing

1. Share resources with the West Valley College Library.
2. Participate in the Library of California resource sharing program.
3. Explore electronic inter-library loan.
4. Explore expansion of resource sharing with other Bay Area libraries.

Goal 2: Instructional Resources

The library will use technology as a tool to enhance its development and provision of instructional resources. The library will:

- Teach Mission College students critical thinking skills, including how to recognize the need for information, and how to find, evaluate, and use information from a variety of sources.
- Assist Mission College faculty in utilizing instructional resources.
- Develop electronic instructional resources to support distance learning courses.

OBJECTIVES AND STRATEGIES

A. Instructional Modules and Courses

1. Develop bibliographic instruction modules in multiple formats.
2. Explore new methods of teaching basic and Internet research skills courses.
3. Explore with faculty ways to include bibliographic instruction modules in their courses.
4. Expand reference service to include online reference consultation.

B. Continuing Education for Faculty

1. Develop workshops for faculty on using and accessing library information resources.
2. Assist faculty in incorporating appropriate information resources in course assignments.

C. Information Competency Requirement

1. Partner with faculty to develop a core list of information competency skills for students as a requirement for graduation.

Goal 3: Infrastructure

The library will maintain a superior technical infrastructure to enable the delivery of information and instructional resources in all formats. The library will:

- Maintain a physical plant infrastructure that will support the physical and access requirements of the students, faculty and staff of the 21st century.
- Maintain technical capabilities that will permit continuing evolution of library services and instruction.

OBJECTIVES AND STRATEGIES

A. Facilities

1. Provide a flexible and fully wired physical plant.
2. Provide a computerized and interactive library instruction room.

B. Systems

1. Ensure the college and district are aware of and support the libraryís technical and telecommunications needs, including the need for network access and system support at all hours.
2. Upgrade and expand the library automation system as a part of the underlying infrastructure.
3. Adhere to all applicable hardware, software, network, and library information access standards and protocols.

C. Equipment and Furnishings

1. Develop and implement a scheduled maintenance plan for both staff and public access computers, including replacement and upgrade.
2. Configure computer workstations to meet A.D.A. requirements for assistive technology and accessibility, using software and hardware compatible with that provided in other campus programs serving students with disabilities.
3. Deliver multimedia and online information to workstations throughout the library on demand.
4. Support appropriate existing and emerging technologies.
5. Provide ergonomic workstations for staff.
6. Ensure all new furniture and equipment acquired for the library meet ergonomic standards.

Goal 4: Human Resources

The library will maintain its technical infrastructure and operations with a knowledgeable staff from internal as well as college and district sources. The library will:

- Ensure an adequate level of staff support for the libraryís technological operations.
- Provide librarians with systematic continuing education to maintain a high level of competency in the use of electronic resources.
- Provide all library staff with appropriate expertise to manage and maintain the libraryís technological operations.

OBJECTIVES AND STRATEGIES

A. Staff Support

1. Provide an adequate level of dedicated, on-site staff support to manage the libraryís automation system, electronic information and instructional resources, and computer access stations.
2. Negotiate service agreements with college, district and other sources of support to ensure a level of service necessary for efficient functioning of both staff and public technological systems.

B. Staff Development

1. Develop an ongoing training program for librarians in the utilization of electronic resources for reference and instruction.
2. Provide training for library staff on new equipment and technologies.
3. Provide refresher training for library staff on existing systems as new modules are introduced, new staff are hired, or staff assignments are reconfigured.

C. Efficient Use of Resources

1. Configure technological resources in ways that promote their most effective use.
2. Promote a staffing configuration that provides superior support and service to students and faculty in the use of library resources.

Mission College Library Technology Plan
Implementation and Funding

Goal/Obj & Strat.	Tasks	Status	Completion Date	Funding
1A1	Maintain an appropriate collection of electronic resources	In Place	Ongoing	Budgeted
1A1	Utilize cooperative purchasing agreements for electronic resources as appropriate	In Place	Ongoing	Not applicable
1A2	Replace dumb terminals with PCs to improve access to electronic resources	In Place	2000	Funded
1A2	Ensure the library bibliographic database is complete	In Place	pre-2000	Funded
1A2	Enable networked printing from all patron PCs on a cost-recovery basis	In Place	pre-2000	Funded
1A2	Increase number of patron PC stations as appropriate	In Progress	2001	Budgeted
1A3	Make in-process and on-order records accessible in the library catalog	In Progress	2000	Funded
1B1	Expand library web site to include access to electronic resources	In Place	pre-2000	Funded
1B2	Import bibliographic records with links to external websites	Pending	Ongoing	Not applicable
1B3	Use the catalog to list and link to selected web sites	Pending	2003	Not budgeted
1C1	Maintain joint bibliographic and patron databases with WVC	In Place	Pre-2000	Funded
1C2	Participate in the Library of California resource sharing program	In Place	Ongoing	Not applicable
1C3	Implement electronic inter-library loan	Pending	2004+	Not budgeted
1C4	Link to other Bay Area library catalogs from the library web site	Pending	2001	Not budgeted
2A1	Mount reference handouts on the library web site	In Progress	2000	Budgeted
2A1	Develop instructional modules for library research skills training	Pending	2003	Not budgeted
2A2	Migrate Library 51 course to online delivery format	Pending	2003	Not budgeted
2A2	Migrate Library 6 course to online delivery format	Pending	2002	Not budgeted
2A3	Mount instructional modules on the library web site for easy incorporation into courses	Pending	2003	Not budgeted
2A4	Enable online access to reference services	Pending	2004+	Not budgeted
2B1	Hold workshops for faculty on library electronic resources	Pending	2001	Budgeted
2B2	Hold flex day activity on the use of library electronic resources in courses	Pending	2001	Budgeted
2C1	Develop information competency standards with appropriate faculty	Pending	2004+	Not budgeted
3A1	Complete the library technology plan	In Progress	2000	Funded
3A1	Provide new library with building-wide integrated surge protection	In Progress	2001	Funded
3A1	Provide new library with Cat5e standard cabling and clean wiring	In Progress	2001	Funded

Goal/Obj & Strat.	Tasks	Status	Completion Date	Funding
3A2	Develop a well equipped library instruction room, including computers and projection systems	In Progress	2001	Funded
3B2	Maintain a comprehensive library automation system for technical processing, circulation, and patron catalog access	In Place	pre-2000	Funded
3B2	Implement electronic ordering module	In Progress	2000	Funded
3B2	Implement web-based circulation module	In Progress	2000	Funded
3B2	Implement other OPAC modules as available: electronic reserves, ILL, etc.	Pending	2004+	Not budgeted
3B3	Require library automation system and information vendors meet applicable standards	In Place	Ongoing	Not applicable
3C1	Develop scheduled maintenance plan for public and staff PCs, incl. replacement & upgrade	In Progress	2000	Not applicable
3C1	Replace public and staff PCs on a three to five year cycle	Pending	Ongoing	Not budgeted
3C2	Ensure all library web pages are accessible with screen-reading software	In Place	Ongoing	Funded
3C2	Configure PCs with assistive technology for access to the Internet by patrons with disabilities	In Progress	2000	Budgeted
3C3	Install a centralized multimedia distribution system	Pending	2001	Budgeted
3C4	Review existing and emerging A/V equipment and material formats for continuing support	Pending	Ongoing	Not budgeted
3C4	Establish a self-service circulation station	Pending	2004+	Not budgeted
3C4	Investigate digital multimedia server systems	Pending	2004+	Not budgeted
3C4	Investigate scanning and imaging workstations	Pending	2001	Not budgeted
3C5	Provide ergonomically correct staff workstations	In Progress	Ongoing	Not budgeted
3C6	Provide ergonomically designed, computer-compatible library furniture	In Progress	2001	Budgeted
4A1	Ensure IS and IT support for library system operations	In Place	pre-2000	Not applicable
4A1	Fund a new classified library staff position to support electronic resources and technology	Pending	2001	Not budgeted
4A2	Participate in the college's technology committee	Pending	Ongoing	Not applicable
4A2	Contract with outside firms to support the library server	In Place	Ongoing	Funded
4A2	Enter service agreements with IS, IT and all systems support providers	In Place	Ongoing	Not applicable
4B1	Conduct in-house training for librarians on electronic resources	Pending	2001	Budgeted
4B2	Provide library staff with training in use of new equipment and technology as installed	In Progress	Ongoing	Not budgeted
4B3	Provide staff refresher training on new automation system modules and upgrades	Pending	Ongoing	Not budgeted

Goal/Obj & Strat.	Tasks	Status	Completion Date	Funding
4C1	Enable OCLC access via the Internet	In Place	pre-2000	Funded
4C1	Purchase new library PCs compatible with those supported elsewhere at the college	In Progress	Ongoing	Budgeted
4C1	Enable online access to book selection tools	In Progress	2000	Budgeted
4C1	Enable email notices to patrons (overdues, holds, etc.)	Pending	2004+	Not budgeted
4C1	Enable patron online renewal of materials	Pending	2004+	Not budgeted
4C1	Enable remote management of patron PCs	In Progress	2001	Funded
4C2	Re-evaluate staff assignments on moving into the new library	Pending	2001	Not applicable